

## CASE STUDY

# Safeway Insurance Streamlines Policy Management Platform with Tintri IntelliFlash™

# IntelliFlash



Established in 1959, the firm is the largest, privately held, family-owned insurance company in the United States. The Safeway Insurance Group is rated "A" excellent by industry analysts A.M. Best Company. The company data center supports a network of independent agents and regulatory reporting systems across eleven different states.

Focused on delivering an advanced, reliable, web-based Policy Management System, the most important requirement for Safeway Insurance is to provide 24x7 availability for real-time rating system requests for insurance policy quotes. Should the system be unavailable, and an insurance quote is not generated, the requesting agent moves on to a different insurance provider. New business is won or lost in a matter of seconds.

## The Solution: Tintri IntelliFlash N-Series NVMe™ Storage Systems

To address the challenge, Safeway Insurance needed a new storage platform to handle its business requirements and future data growth. This platform would need to deliver:

- Ease of use
- Full data services including replication and snapshots
- Scalability to meet future business growth

The new storage environment and management interface would need to be extremely user friendly, operate 24x7, and support application access from over 500 employees and thousands of insurance agents and customers.

## The Result: Faster Quote Performance, Simplified Backups, and High-Availability

Safeway Insurance estimated that its IT administrators now spend 25% less time managing critical business operations and can therefore spend more time improving real-time quoting and reporting system performance to increase the number of quotes on more policies. Frustration, confusion, and sleepless nights are no longer a part of making this insurance company's systems available 24x7.

Consolidating the storage environment while improving performance enables Safeway Insurance to achieve strategic business objectives. IntelliFlash storage systems deliver the performance mission-critical applications require, consolidate multiple storage silos, and storage efficiency thus enabling Safeway Insurance to run its business on a single easy-to-manage system. The company achieved a 67% capacity savings with 2.6:1 data reduction from 72TB to 27TB.

Being able to operate 24x7 and maintain 99.999% availability across the entire business is paramount for success. Business-critical data must always be protected and accessible. Safeway Insurance benefits from IntelliFlash's enterprise-class resiliency, end-to-end data integrity, and high availability.

The IntelliFlash N-Series consistently delivers less than 1ms latency and space efficient snapshots enable Safeway Insurance administrators to greatly speed up backup and recovery operations with minimal effect on the production environment. With all test/dev and production VMware® virtual machines (VMs) running simultaneously with multiple backups, Safeway

## The Challenge: Performance

Safeway Insurance has been offering automobile insurance for over 60 years.

## Challenges

- Agents need 24x7 access to Microsoft® SQL Server™-based policy administration system.
- Business needs dictate enterprise class storage that can deliver ease-of-use, replication, snapshots, and high availability.
- Scalability to accommodate future growth
- Current storage array approaching EOL

## Solution

- Two Tintri IntelliFlash N5200-100 NVMe Storage Systems

## Results

- 24x7 seamless operation in a high-performance virtualized infrastructure.
- 67% capacity savings from 72TB to 27TB (2.6:1 reduction).
- 4x faster response time (~300µs latency)
- Delivery of more than 800k IOPS/system.
- 3.5x latency improvement in normal business environment with backups (now < 10ms).
- Scalability to accommodate future data growth and additional virtual appliances.

**"After deploying IntelliFlash N-Series NVMe storage in our IT environment, I sleep much better at night."**

*Binu Alex - System Engineer / Team Leader IT Operations at Safeway Insurance Company*



Insurance realized a difference of 3.5x reduction in average latency (from 35ms to 10ms) during normal business operations. In addition, when comparing the N-Series' low-latency with its previous storage array, Safeway Insurance measured an average CPU utilization increase between 3%-5% during snapshots and replication operations across a private 1Gbps WAN to a second N-Series system located at a second data center.

For Safeway Insurance it is now possible to run business-critical applications in highly virtualized environments and achieve an immediate and obvious performance improvement while delivering a host of operational, management, and data protection benefits. These not only maximize efficiency for IT, but for the business as well, by improving the agent quoting experience, increasing productivity and reducing storage costs for over a hundred VMs, Microsoft SQL Server databases, and millions of image files for document management and printing supporting the entire business' critical applications.

**“We are no longer micromanaging the replication and snapshot process. We are now able to take the entire environment, instead of piecing it together and trying to fit it into proper maintenance windows and run it 24x7 without impacting our end customers.”**

*Mike Leather, IT Operations Manager at Safeway Insurance Company*

Experience Different! For more information on how Tintri IntelliFlash can turbo-charge your business success through a simple, Intelligent Infrastructure, visit [tintri.com/intelliflash](http://tintri.com/intelliflash).